PRV – Call Center Adjustment Review

Purpose:

Ensure accuracy on all Internal Credit/Adjustment requests submitted by Customer Service Representatives (CSR). The Internal Credit/Adjustment is found in OnBase in the PRV02 Adjustment Review queue. The Unit lead will review the request through the Medicaid Management Information System (MMIS). If the information is accurate, the request will be forwarded to the claims processing department. If the information provided requires corrections the request will be routed back to the CSR through OnBase. Once the necessary corrections have been made the request will have a final review before it is forwarded for processing.

Identification of Roles:

CSR, Unit Lead, Management

Performance Standards:

Work within 48 hrs

Path of Business Procedure:

Step 1: Log into OnBase Client
   a. Click no "User" and "Workflow"
   b. Click on "Life Cycle View" tab
   c. Choose "PRV02-Adjustment Review" task

Step 2: Select an adjustment
   a. Review to determine all require boxes have been completed

Step 3: Pull up the Transaction Control Number (TCN) in MMIS to research claim
   a. Review the Document Control Number (DCN) at the bottom and pull up information to adjust the claim

Step 4: Verify the claim is adjusted correctly

Step 5: If it is correct
   a. Verify the Document Control Number (DCN)# or call log on the form
   b. Forward to Core to make adjustment by clicking on adjustment complete

Step 6: If it is not correct
   a. Place a Unit Lead note on the adjustment
   b. Return it back to CSR for correction

Forms/Reports:
N/A

RFP References:
N/A

Interfaces:
MMIS
ONBASE
UNIT LEAD
CSR

Attachments:
Process Map

Attachment A:

ADJUSTMENT REVIEW

UNIT LEAD

```
        ┌─────────────┐
        │ Log into OnBase
        │   Client.    │
        │      1       │
        └──────┬──────┘
               │
               ▼
        ┌─────────────┐
        │  Select an  │
        │ Adjustment. │
        │      2      │
        └──────┬──────┘
               │
               ▼
        ┌─────────────┐
        │ Pull up TCN and
        │    MMIS.     │
        │      3       │
        └──────┬──────┘
               │
               ▼
          ◇ Verify the
            adjustment is ──── No ────┐
            correct?                   │
              4                        │
            │                          ▼
           Yes                  ┌─────────────┐
            │                   │ Forward to CSR
            ▼                   │ for correction.
     ┌─────────────┐           │      6       │
     │ Forward to "Core"       └─────────────┘
     │ for adjustment.
     │      5       │
     └─────────────┘
```